



COMMUNICATION PROTOCOL STATEMENT FOR PARENTS AND STAFF

Penrhos College aims to foster an environment of inclusivity in which parent participation is encouraged. Our primary concern is the well-being and education of all our students. Communication between students, parents and staff is an important part of education. The College is committed to providing open, respectful and honest communication with parents.

We ask parents, guardians and all staff to follow the protocol and guidelines below.

Protocol and Guidelines

- Communication with College staff is important and encouraged.
- Good communication is the result of parents, staff and students working together, in partnership.
- Communication should be respectful, honest and courteous with all parties listening and empathising with each other.
- Telephone, email, written and face to face communication is appropriate for communication with the College:
 - Phone calls are most appropriate for immediate or urgent concerns. Parents are advised to contact the appropriate Administration office (Junior or Secondary School) for time-sensitive or urgent issues.
 - Email is suitable for routine information or clarification. It is not appropriate for sensitive engagement with issues.
 - When telephone and email conversations become extended, face to face communication is appropriate.
- The College owes a duty of care to its staff to protect them from intimidatory, threatening or bullying behavior. Any contact determined to be of this nature may be terminated and referred to the Dean of Teaching & Learning or the Principal.
- The College will endeavour to respond to all phone calls and emails within a 24 to 48 hour period.

Should a parent at the College also be a member of the Penrhos College Staff, it is in their role as a parent that the Communication Protocol must be applied when addressing concerns that relate to their child.

Parents are reminded that during the day teaching staff are expected to be primarily engaged in teaching duties. It is not always possible to address all concerns immediately. Parents are asked to bear in mind that the non-student time immediately preceding and following the school day is used for lesson preparation, grading, grade-level assessment, staff meetings, scheduled appointments, training and professional development. Parent meetings are to be scheduled to take such demands into account.

For major concerns, parents are asked to make an appointment with the appropriate staff member. Where parents are unsure about who this is, they are encouraged to clarify this when making the appointment or contact the appropriate School for guidance.

The College encourages parents to contact their daughter’s Classroom or Subject Teacher as a first point of contact. Secondary School parents are also encouraged to contact their daughter’s Form Teacher or Head of Year should the matter require additional attention. Issues of an academic nature can also be referred on to the Head of Department if required.

For concerns of an **Academic Nature**, eg assessment policy, reporting procedures, curriculum issues, classroom management issues, please follow the procedure below:

Junior School



Secondary School



For concerns of an **Emotional, Social, Psychological, Behavioural or Spiritual Nature**, please follow the procedure below:

Junior School



Secondary School



For concerns of an **administrative nature**, e.g. accounts, uniform, health care, catering, information technology, marketing and communication please follow the procedure below:



Penrhos College Complaints Management Policy

This document is to be read in conjunction with the Penrhos College Complaints Management Policy. A copy of this policy is located in the Penrhos College Handbook, the Secondary School Assessment Policy, the Secondary School diaries and in the “who to go to” section of the Junior School *Questions Parents Ask*. The policy is also listed under *Policies* in the Parent Information/Policies section of the College portal. We ask that you familiarise yourself with this policy and the avenues of communication available to you should you have a grievance or complaint.

If you believe that, after consultation with the College Principal, a grievance remains unresolved, correspondence may be directed to the College Chairperson c/o Penrhos College, Locked Bag 690, Como WA 6952. Direct correspondence with College Council members, of this nature, is deemed inappropriate.